Format 5: Commercial Bid format.

(Amount should be quoted on the KPPP portal only.)

Part-A: Manpower Requirements

Sl No	Particulars of Work Force	Remuneration per Person (in Rs.)	Refreshments Charges (in Rs.)	HR/ Training/ Administartion (in Rs.)	Provident Fund Employer Contribution (in Rs.)	Total (Month/seat)	GST @ 18%	Total Billing After GST per Month	Employees	Total	Total Billing After GST per Month
1	**Call Centre Executives Including Buffer**	25,000	3,000	2,750	1,950	32,700	5,886	**38,586**	8	3,08,688	5,77,964
2	**Social Media Executives Including Buffer**	30,000	3,000	2,750	1,950	37,700	6,786	**44,486**	2	88,972	
3	**Citizen Grievance Executives Including Buffer**	28,000	3,000	2,750	1,950	35,700	6,426	**42,126**	3	1,26,378	
4	**Team Leader Including Buffer**	38,000	3,000	2,750	1,950	45,700	8,226	**53,926**	1	53,926	

Note:

1. Any additional requirement of consumables will be intimated by the department for procurement and the amount for such consumables will be paid additionally by the department.
2. Applicable GST will be paid by this office.

Part-B: Tapal System Infrastructure & Equipment

Sl. No	Items Description	Qty. Required
1	**Desktop Rental with Infrastructure**	6
2	**Rental for Cloud based Server for Automatic Call Distribution:**	6
3	**Head Phones Rental** USB Headsets with Noise Cancellation USB COMPUTER HEADSET with ADJUSTABLE HEADBAND	4
4	**Server for CRM:** Core i5 gigabyte mother board, 16 GB RAM, 1 TB Hard disk, 512 GB SSD, Windows OS, 22inch Monitor with Manufacturer Warranty	1
5	**CRM Development & Integration (per Annum) (as per the initial Discussion):** • Call History & Recording with Desktop Call Notification • Report Management • Updates and Comments Management	1
6	**SMS Gateway Registration with 1 Lakh SMS:**	1
7	**Smart Mobile Phone with latest technologies**	1
8	**All-in-one MFP Printer:** Print, Scan, Copy / Recommended monthly print volume: 500 - 2500 pages / Print Resolution: 1200 x 1200dpi	2
9	**Overhead Scanner:** A3/A4/Legal – Multi-sheet ADF, high-speed (40 ppm), automatic page feeder, USB connectivity	2
10	**Queue Management System (Complete):** Token generation, display, announcement system, software, installation	1
11	GBA Date/Time Seals (Various types with ink pad)	2
12	Document Barcoding & Indexing Labels (per 10,000 units)	1
13	**CCTV System (Complete):** Minimum 8-camera installation, 1080p resolution, DVR/NVR with 30-day storage, monitoring software	1
14	Implementation, Installation & Training Charges per Annum	1

Note:

1. Price: The end price quoted shall include GST, cost of product, Components / sub-assemblies, transportation and delivery at the office. The above Equipment's should be genuine and should not contain used or any refurbished parts. GBA reserves the right to reject a tender if the bidder quoted unreasonably Low / high prices.
2. Delivery: Supplies and installation shall be completed within 30 days from the date of issue of Purchase order
3. Payment: 100% Payment of the total invoice value within 30 days

from the date of supply, preliminary inspection and acknowledging and acceptance of the equipment.

Notes on Requirements from Agency:

1. All personnel shall be on the agency's payroll with proper statutory compliance (EPF, ESI, PT) Background verification and character clearance are mandatory before deployment
2. Professional conduct, dress code, and punctuality standards to be maintained
3. Leave management with adequate backup staff for contingencies
4. All equipment shall remain the property of the GBA and should be maintained well by the bidder during the contract period.
5. Warranty on all equipment shall be as per the Manufacturer.
6. Extended support contracts and AMC (Annual Maintenance Contract) to be included
7. Spare parts inventory to be maintained for quick replacement
8. EPF: Employer contribution as per the Provident Fund Act, 1952
9. ESI: Employer insurance coverage as per the Employees State Insurance Act, 1948
10. Professional Tax: As per state regulations
11. Labor Laws: Compliance with the Karnataka Shop and Commercial Establishments Act
12. Overhead Scanner: Minimum 300 DPI, batch processing for large documents (A0/A1/A2/A3/A4).
13. Computers: Windows 11 (Original License), sufficient RAM & SSD for e-office operations
14. CCTV: 24/7 recording with a minimum 30-day storage
15. UPS: Sufficient capacity to support critical systems (computers, servers, queue system)
16. Software should be fully compatible with the Government of Karnataka e-office standards, and Real-time integration with the e-office system, also security features, including access control and audit trails

Sl. No	**Description**	**The total cost to be quoted in INR Per year (Inclusive of all taxes)**
01	Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis, including supply of operational equipment's, infrastructure setup, and manpower Deployment at Bengaluru East	_____ Amount (INR In

	City Corporation (BECC), Bangalore. (as per section- Requirement from Agency Part-A and Part-B of tender document).	Figures)

Note:

1. The Successful bidder should quote lumpsum amount for one year as per the below requirement:

PART - A	**Manpower Costing** X **24 Months**	**TOTAL LUMPSUM AMOUNT TO BE QUOTED in KPPP PORTAL** (PART-A + PART+B)
PART - B	**Costing for All the equipment's, Consumables and Maintenance for 2 Years including GST**	

2. The selected Bidder has to provide the Breakup details as quoted in the Financial Bid for both Manpower as Part-A and Tapal system Infrastructure as Part-B (as per tender document) while awarding the contract.
3. No other payment besides the above will be made to the service provider.
4. The Bidders with Freaking costs will be rejected.
5. Applicable taxes may vary as per Government Rules and Regulations